

BMS4118 Continuous Quality Improvement

PURPOSE:	Provide learners with the knowledge, skills, and ability to understand and use systems thinking techniques and problem-solving strategies for evaluating and improving systems in their work environment
LEARNING OUTCOMES:	<p>Learners will be able to:</p> <ul style="list-style-type: none">• Explain the concepts and basic principles associated with Continuous Quality Improvement• Apply system thinking techniques, problem-solving strategies, and evaluation tools to assess and measure the level of quality associated with various systems• Identify opportunities for improvement associated with these systems• Understand the importance of employee involvement in improvements• Apply tools and techniques that will improve the various systems• Be able to instill Continuous Quality Improvement into daily work life
CONTENT:	This course teaches the concepts associated with quality improvement including basic principles of continuous quality improvement, assessments and measurements, employee involvement in improvements, and integrating continuous quality improvement into daily work life.
METHODS:	This class will consist of lecture, individual and group exercises, discussion, and course evaluation
LENGTH:	7 Hours/1 Session
AUDIENCE:	Executive management, middle managers, and front-line leaders.
PREREQUISITES:	None
CEU CREDITS	.7